

Glossary

3270

Protocol used for information transfer and presentation across the IBM product line.

3278

Class of IBM display terminals used with IBM hosts.

AID

Attention identifier; the key that interrupts the operation of the host to process the current terminal input.

application

With respect to IVR, an application is a program that controls the activity on one or more telephone trunks connected to the AP. With respect to a host computer, it is any type of program that carries out a task.

application developer

A person who creates IVR applications.

application processor

A computer or workstation running IVR.

branch

A pathway between cells in an IVR application.

call flow

A diagram of an application.

caller

A person whose phone call is received or originated by an IVR application.

cell

The basic element of an IVR application. Each cell performs an action—like playing a prompt to a caller. Each cell has a set of branches to other cells. After the cell performs its action, it determines which branch the application should follow to the next cell.

channel

A telephone trunk within a cluster of APs.

COMA cell

IVR cell that cancels a transaction with a 3270 host.

COMI cell

IVR cell that sends input to a 3270 host via the TRS process.

COMO cell

IVR cell that receives output from a 3270 host via the TRS process.

emulation

Imitating a computer or computer system with a combination of hardware and software. Allows programs written for one computer to be run on another.

host

A networked computer that provides applications and services to other networked computers. In this guide, a host is an IBM computer that supports the 3270 communication protocol.

node

A grouping composed of an application processor connected to one or more AP's.

prompt

A voice recording that helps lead a caller through an application.

session

A connection to a host as defined in the trs.conf file, representing a terminal connection.

SNA

Systems Network Architecture. An IBM protocol that defines how IBM computers (and any other computer that uses the SNA protocol) transmit and receive data. This protocol is also used by many other computer hardware and software manufacturers.

system administrator

A person who is responsible for configuring the AP, installing and running IVR applications, managing prompts, and running reports.

templates

ASCII files used by the TRS process to manage the 3270 terminal session.

transaction

The function performed by a set of action and screen template files when executed by TRS.

TRS

Terminal Resource Server. IVR process that manages the assignment of the available terminal resources on the application processor.